

**DUTY STATEMENT**

DGS OHR 907 (Rev. 09/2022)

RPA NUMBER 26536	DGS OFFICE or CLIENT AGENCY Enterprise Technology Solutions	
UNIT NAME ServiceNow	REPORTING LOCATION 707 3rd Street, West Sacramento CA 95605	
SCHEDULE (DAYS / HOURS) Monday-Friday/8:00am to 5:00pm	POSITION NUMBER 306-072-1402-138	CBID R01
CLASS TITLE Information Technology Specialist I	WORKING TITLE ServiceNow Developer - Security Spec.	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

**CORE VALUES / MISSION**  Rank and File  Supervisor  Specialist  Office of Administrative Hearings  Client Agency

The Department of General Services (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

**POSITION CONCEPT**

Under the supervision of the Information Technology (IT) Supervisor II the IT Specialist I in the Department of General Services, Enterprise Technology Solutions in the Enterprise Services Section within the Software Engineering and System Engineering domains, the IT Specialist I will participate in all phases of the Software Development Life Cycle and be responsible for the completion of software and documentation deliverables with an emphasis on secure development standards, best practices, and procedures.

**SPECIAL REQUIREMENTS**  Conflict of Interest  Medical Evaluation  Background Evaluation  Background Evaluation FTB  Office Technician (Typing)

**Conflict of Interest**

This position is designated under the Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment.

**ESSENTIAL FUNCTIONS**

PERCENTAGE	DESCRIPTION
30%	Designs, develops, advises, tests, and maintains the ServiceNow system by incorporating ServiceNow and DGS development standards, best practices, and frameworks, utilizing REST and SOAP APIs, HTML, CSS, Bootstrap, Angular, Python, JavaScript, JSON, UI / UX, and other tools as needed in order to meet department and customer requirements and expectations, with attention to efficiency and effectiveness, and to ensure a secure reliable technology environment, adhering to DGS and ServiceNow standards and policies.
20%	Documents designs, processes, standards, changes and enhancements using MS Word, ServiceNow, and other tools to ensure changes, standards and processes are clearly documented for ongoing maintenance and operations continuity.
20%	Assesses ServiceNow platform, portals, applications, catalog items and platform upgrades and evaluates if they meet the recommendations from ServiceNow for security best practices using ServiceNow published Security Office Tools in order to meet DGS Security expectations to ensure they adhere to DGS security standards and policies.
10%	Reviews ServiceNow security configurations and findings to identify key action items for remediation using the ServiceNow Secure Security Office tools and process recommendations in order to keep the platform and documentation secure and current; performs periodic reviews of

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 Current Proposed

PERCENTAGE	DESCRIPTION
	user groups and specialized or elevated privileges in the DGS ServiceNow platform and acts as a specialized liaison with the privacy and security offices in order to ensure a secure reliable technology environment, adhering to DGS standards and policies.
10%	Collaborates with other Software Developers, Architects, Testers, Analysts, and Business Partners in order to build secure and robust technical solutions and resolve application defects and impediments during ETS project planning, in order to ensure all project deliverables and deadlines are met utilizing ServiceNow best practice methodologies, standards, and procedures.
10%	Creates and maintains project management plans, schedules, status reports, user stories, and incident logs using project management software and application tools, templates, and best practices in order to inform executive management, project sponsors, and the development teams of project updates and milestones to ensure successful completion and implementation of complex development efforts.

**MARGINAL FUNCTIONS**

PERCENTAGE	DESCRIPTION

**WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS**

This position is Hybrid and eligible for telework up to three (3) days a week, in accordance with the Statewide Telework Policy, and will be required to report to the office as needed/required. The successful candidate must reside in California upon appointment.

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

*I have discussed with my supervisor and understand the duties of the position and have received a copy of the duty statement.*

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED

*I have discussed the duties of the position with the employee and certify the duty statement is an accurate description of the essential functions of the position.*

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED